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***** ANNOUNCEMENT *****

--File 990 - NewsRoom now contains May 2002 to present records.
File 993 - NewsRoom archive contains 2002 records from January 2002-
April 2002. To search all 2002 records, BEGIN 990,993.

--Alerts has been enhanced to allow a single Alert profile to be
stored and run against multiple files. Duplicate removal is available
across files and for up to 12 months. The Alert may be run according
to the file's update frequency or according to a custom
calendar-based schedule. There are no additional prices for these
enhanced features. See HELP ALERT for more information.

--U.S. Patents Fulltext (File 654) has been redesigned with
new search and display features. See HELP NEWS 654 for
information.

--Dialog NewsRoom is now available. BEGIN NEWSROOM
to use the files in a OneSearch. See NEW FILES RELEASED
(below) for individual file numbers.

--Connect Time joins DialUnits as pricing options on Dialog. See HELP
information.

--CLAIMS/US Patents (Files 340,341, 942) have been enhanced
with both application and grant publication level in a
single record. See HELP NEWS 340 for information.

--SourceOne patents are now delivered to your
email inbox as PDF replacing TIFF delivery.
See HELP SOURCE1 for more information.

--Important news for public and academic
libraries. See HELP LIBRARY for more information.

--Important Notice to Freelance Authors--
See HELP FREELANCE for more information

For information about the access to file 43 please see Help News43.

NEW FILES RELEASED

***Dialog NewsRoom - Current 3-4 months (File 990)
***Dialog NewsRoom - 2002 Archive (File 993)
***Dialog NewsRoom - 2001 Archive (File 994)
***Dialog NewsRoom - 2000 Archive (File 995)
***TRADEMARKSCAN-Finland (File 679)
***TRADEMARKSCAN-Norway (File 678)
***TRADEMARKSCAN-Sweden (File 675)

T S2/FULL/ALL

2/9/1 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

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4539518 INSPEC Abstract Number: C9401-1290D-052

Title: Freight rates for small shipments

Author(s): Arcelus, F.J.; Rowcroft, J.E.

Author Affiliation: New Brunswick Univ., Fredericton, NB, Canada

Journal: International Journal of Production Economics vol.30-31

571-7

Publication Date: July 1993 Country of Publication: Netherlands

CODEN: IJPEE6 ISSN: 0925-5273

U.S. Copyright Clearance Center Code: 0925-5273/93/\$06.00

Conference Title: Seventh International Working Seminar on Production Economics

Conference Date: 17-21 Feb. 1992 Conference Location: Innsbruck Austria

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: Economic aspects (E); Theoretical (T)

Abstract: Implementation of just-in-time production planning policies resulted in the expected lower level of inventories for many firms. Of it has also resulted in higher per unit freight charges due to inability to qualify any longer for the cheaper rates, which accompany higher volume shipments. This in turn has led to an update of procurement practices on the part of many firms and a new look at small volume freight rates, such as less-than-truckload (LTL) and small parcel rates (SPR). This paper seeks to study the determinants which help these small volume trucking rates, with a view to how they may react to changes in customers' inventory policies. The analysis is performed using the CANPAR (Canada Parcel) tariff for September 1990 for packages from 1 to 500 lb. each. This tariff is divided into eleven schedules or 'zones' and each route is assigned to a zone based on the postal codes of its points. Among the factors hypothesized to influence the rates are weight, distance, number of shipments on the return route and the effect of Canada's unique geographical composition. (6 Refs)

Subfile: C

Descriptors: costing; goods distribution

Identifiers: JIT; less-than-truckload rates; carriers; CANPAR tariff; small shipments; just-in-time production planning policies; procurement practices; small volume freight rates; small parcel rates; Canada Parcel rates 1 to 500 lb

Class Codes: C1290D (Economics and business); C1290F (Industry); C1290G (Transportation)

Numerical Indexing: mass 5.0E+00 to 2.3E+02 kg

2/9/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

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Revenue (\$ billions): 21.05
Highest-Ranking IS executive: Ken Lacy, VP of IS
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Company: MCI
IT budget (\$ billions): 1.00
Revenue (\$ billions): 15.27
Highest-Ranking IS executive: Lance Boxer, CIO
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* IW estimate based on AT&T's 1995 budget
Data: InformationWeek 500 survey
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2/9/22 (Item 12 from file: 647)

DIALOG(R)File 647:CMP Computer Fulltext
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01102961 CMP ACCESSION NUMBER: IWK19960909S0053

**Information Is Part Of The Package - Package delivery companies are u
innovative technologies to provide more information to customers.**

Stephanie Stahl

INFORMATIONWEEK, 1996, n 596, PG206

PUBLICATION DATE: 960909

JOURNAL CODE: IWK LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: InformationWeek 500 - Transportation

WORD COUNT: 1655

TEXT:

Not long ago, Frank Erbrick, CIO at United Parcel Service, walked into his boss' office and suggested changing the company's name to United Information Service. He was only half-joking. More than ever, U is moving beyond the package shipping business and into the informati business. At the heart of this transformation is information technolo
"Customers are demanding more, and we are learning how to do it w technology," says Erbrick, who heads an impressive technology organiza with 4,000 employees nationwide and a budget of more than \$1.5 billio
"We used to think the whole business was about picking up packages an delivering them fast. We're way past that now. A package without information has no value."

Indeed, transportation companies have become big spenders in technology as they change the way they do business. The industry spen estimated \$16.3 billion on IT in 1995, according to G2 Research Inc. Mountain View, Calif., to bring information closer to the customer, reduce transit time, find competitive differentiators, cut expenses, so much more.

Package delivery companies such as UPS, airlines such as USAir, a trucking companies such as Caliber Systems Inc., formerly Roadway Services, are using innovative technologies to provide more informati to customers and to bolster customer service. For these and other transportation companies, online services and the Internet are fast becoming strategic weapons.

UPS soon hopes to provide some form of electronic service capabi to all of its 1.3 million customers.

The Atlanta company already offers a variety of online access mechanisms. Customers can install a Windows application that gives them dialup access to the UPS system. The UPS OnLine system offers package tracking, customs documentation, and daily shipping summaries. In the future, it also will include E-mail and advanced shipment notification capabilities.

Customers can also access such information through CompuServe, Prodigy, or the Internet. UPS's World Wide Web site (www.ups.com) receives hundreds of thousands of hits per day from customers looking for package tracking information or seeking to schedule a pickup. "We want to give customers the opportunity to use the Internet as a device to communicate with us," Erbrick says. "We want them to be able to have their pickup books reside on the Internet."

UPS is investigating ways to use the Internet to provide logistic management and other services. "We are trying to keep our hand on the pulse," Erbrick says. "We are making sure we are moving with the wave but we also want to stay a little ahead."

UPS competitor Federal Express also is taking advantage of the Net's pervasive infrastructure to offer tracking and shipping capabilities via its Web site in addition to its package tracking software for PCs. Several hundred thousand users track packages through FedEx' World Wide Web site instead of calling a customer service center.

"The Internet is turning out to be a general-usage medium to provide value-added services," says Ron Stewart, a partner with Andersen Consulting's transportation and travel service. The key, he says, is to provide a range of services to attract everyone from highly sophisticated customers who want to communicate via electronic data interchange down

to mom-and-pop shops.

UPS is helping companies integrate shipping information into their core applications by providing direct links between customers' computer systems and UPS' host-based systems. It is establishing relationships with large companies to provide direct interfaces between customers' ordering systems and UPS' mainframe shipping system. Employees at a retail store, for example, will be able to log onto the UPS system to schedule product shipments. "It is a seamless interface to their order entry system," Erbrick says. "They don't even know they are using UPS computers. Customers just want their business events taken care of."

"There is an opportunity through value-added services to increase intimacy with customers," says Andersen's Stewart. "Customers are asking for ways to link order entry, transportation management, and financial systems" to avoid duplication of effort, he adds.

Empowerment

Cutting out unnecessary steps and putting more power into the hands of customer service representatives and users are key to improving customer service at USAir, one of the airline industry's top users of UPS. USAir is in the midst of deploying several innovative programs designed to make more data available internally and externally.

For an airline that has more than 17 million members in its frequent travelers program, keeping up with customer inquiries and requests is no small feat. Indeed, with frequent flier accounting information in one place, flight information in another, and tens of thousands of letters stuffing USAir's mailbox, it can take weeks to resolve a customer issue.

But USAir in Arlington, Va., is in the final stages of implementing a image-based system-code-named Astro-that will make collecting and tracking frequent traveler account information and correspondence mor efficient.

"The (frequent travelers) program has been getting so big that we have gotten as much as 20,000 pieces of mail a day," says Dan Bock, VP marketing services at USAir. "We simply couldn't handle it. So we are using technology to improve productivity and enhance customer service. The goal:single-call resolution. The customer, Bock says, should neve have to call more than once.

Utilizing a Wang OpenImage workflow and imaging system, all freq traveler information and correspondence will be scanned, indexed, and made available instantly to customer service representatives across a LAN. "Customers will know where their correspondence is at any point, Bock says. The customer service reps use Pentium workstations running OS/2 with 20-inch, high-resolution monitors for accessing distributed data and viewing images. The imaging system runs on two IBM RS/6000 workstations.

USAir is also incorporating ISDN and computer telephony into its customer service center so that customers' data can be transferred al with their phone calls. "We can have fewer employees but handle a gre number of transactions than ever before," Bock says.

The airline is putting more information in customers' hands. "We are always trying to find better ways to communicate and relate to the consumer," says Thomas Lagow, executive VP of marketing. "Our priority to use (technology) as a vehicle to create a more intense relationshi with the consumer."

That means giving the customer more control. USAir provides onlin software to its frequent travelers to let them check fares, make reservations, purchase tickets, select seats, and make sure their frequent flier ac-counts are updated.

The software, Priority Travelworks, has already been requested by nearly 60,000 customers, and about half of the users are purchasing electronic tickets with it. "All they have to do is show up at the airport with a photo ID," says Rita Cuddihy, VP of marketing and distribution planning. "This is not technology for technology's sake. Technology is the enabler."

USAir is working on a version of the software that will let corporate travel departments manage travel reservations and expenses. software, which is being tested by several large companies, runs on a Windows NT server and provides links to internal accounting systems a external Web sites, such as ground transportation companies, says Dav Grossman, the airline's senior director of electronic distribution.

USAir also is opening up the lines of communication with potentia customers through its Web site at www.usair.com. By year's end, the airline will let passengers book reservations via the Internet. It no makes a select number of discounted fares available on the Net.

More Than Tracking

Like UPS and USAir, transportation giant Caliber System also is using technology to make more information available to customers. The Akron, Ohio, company is building a customer service system that will customers a single point of contact for all services and provide more than just tracking information. The system will make account informat

claim information, rates, routing data, and other information available to customers.

"In the past, they would have to make contact with customer service representatives for each service," says Gerry Long, CIO and president of Caliber Technology, the IT arm of the company. "Now, through effective information warehousing and call management, we can populate a customer service representative's screen with information, no matter where it is located."

The key to making this possible is an open, distributed database infrastructure. "We want to make sure the information used for running business is the same information available to customer service representatives," Long says. "Having a distributed model gives us a good opportunity to make data available in a reasonable time frame."

The company is standardizing its database technology on Oracle relational database management systems. It's also building a nationwide frame relay network and will standardize on TCP/IP for its networking protocol.

Helping drive Caliber toward improving information access for customers is a new business model that treats companies such as Viking and Robert's Express as operating units. Previously, Caliber/Roadway was a holding company, and each of the individual companies was run autonomously.

This new business model is helping the units share technology more than ever. "Now that we are a family of operating units, we are looking to leverage technology as much as possible across units," Long says. Together, the units have an IT budget of \$130 million.

The new model also is turning co-workers into business partners. Caliber spun off its Roadway Express unit into a separate company, and Caliber now provides IT services to Roadway Express under an outsourcing contract. "They used to be our colleagues," says Long. "Now, they are customers."

But regardless of who the customer is—a Roadway company or a corporate customer who uses Roadway's services—providing information quickly and efficiently is what will continue to drive the company.

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Transportation Trends

- Providing tracking, shipping, and other data via the Internet or online services
- Reducing paper by offering customers electronic ticketing capabilities
- Using distributed computing infrastructures to make more information available to customers
- Using imaging systems to track customer correspondence

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2/9/23 (Item 13 from file: 647)

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01075660 CMP ACCESSION NUMBER: IWK19951225S0038

Shipment tracking - Data Is Part Of The Package - UPS and rivals offer

2/9/23 (Item 13 from file: 647)
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01075660 CMP ACCESSION NUMBER: IWK19951225S0038

Shipment tracking - Data Is Part Of The Package - UPS and rivals offer

services to help clients track their shipments

Eric R. Chabrow

INFORMATIONWEEK, 1995, n 559, PG43

PUBLICATION DATE: 951225

JOURNAL CODE: IWK LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: Business Strategies

WORD COUNT: 1293

TEXT:

United stationers inc., an office products wholesaler, ships thousands of goods to its 20,000 dealers and their customers nationwide. But the wholesaler's dealers can be a jittery lot. Hundreds of them call United Stationers every day to see if clients received their shipments.

That's why United Stationers has put in place an automated shipping tool, UPS OnLine—from United Parcel Service—to help calm dealers' nerves. UPS OnLine allows customers like United Stationers to ask for pickups, track their shipments. It also helps UPS clients customize records and reports, print bar-coded address labels, review rate tables, and order supplies.

The new technology—part of a broad customer-automation initiative—UPS provides customers with advanced shipment notification, daily shipment summaries, customer-to-UPS E-mail services, and automatic customs documentation for overseas deliveries. Eventually, it will permit UPS, the world's largest shipper with 1994 revenue of \$19.6 billion, to bill customers automatically. "Carriers today are expected not only to pick up shipments, but also to provide information on those shipments," says E. Brockwell, VP of strategic accounts for UPS in Atlanta.

UPS hopes to roll out UPS OnLine by the end of 1996 to many of its 1.3 million regular customers. The service mirrors rival Federal Express Powership, a customer-automation system unveiled in 1987. Ongoing efforts by UPS, FedEx, DHL Worldwide Express, and Airborne Express, among others, represent a shift in the highly competitive package-delivery business from merely shipping goods to also providing information about these shipments.

For instance, until United Stationers installed UPS OnLine in June, customer representatives needed hours to verify the receipt of a shipment. The wholesaler is among the first to use the service. By the end of 1994, Dudley Land, VP of customer automation and information at UPS, says that about 85% of the parcels the company handles daily will be captured electronically.

UPS plans to rely on a public frame-relay network to establish links with customers. But the system eventually may use the Internet as its communications medium. In September, UPS customers tracked some 70,000 packages through the UPS World Wide Web site managed by two Sun SparcStation 20 servers running Solaris version 2.4 and Netscape Communications Server 1.1.

Three Front Ends

Since 1994, UPS has spent \$100 million annually on customer-automation projects, primarily UPS OnLine. It expects to spend the same amount over the next few years. UPS OnLine lets customers tap into UPS IBM DB2 version 3.1 databases to pull down shipment information in 30 seconds or less from several IBM and Hitachi Data Systems mainframes through an applications-layer advanced peer-to-peer communications protocol using IBM AS/400 front ends. A custom-built customer-message

server routes the data to the appropriate database.

Eventually, UPS OnLine will be available for three types of customer front ends-smart phones, PCs, and mainframes. The PC front end uses Microsoft Windows 3.x and a Gupta SQLBase version 6.01 relational data management system. UPS plans to supply key large-volume customers with free turnkey system-a preconfigured 486SX PC, laser printer, modem, and package scale. UPS will make a free software-only system available to lower-volume customers.

While release of the PC system is slated for 1996, the first half dozen of UPS's 3,000 customers that use mainframes have been testing a version of UPS OnLine known as Host Access. This mainframe version was developed for UPS by Andersen Consulting, the Chicago consulting firm.

Twin Systems

At United Stationers, for instance, UPS OnLine Host Access links with the wholesaler's own order-entry system, which operates on an Amd 5995-10670M mainframe running the MVS operating system. The integrated system lets workers using United Stationers' dumb terminals or PCs access United Stationers' invoice numbers, which can be cross-referenced with tracking numbers. "From our standpoint, both (our and UPS's) systems become one," says Steve Schwarz, an executive VP at United Stationers.

UPS also developed UPS OnLine for Philips Electronics NV P100 and Forval FP500 smart phones. Both types of smart phones use Intel x86-compatible microprocessors. UPS OnLine software is embedded in a PC card which allows memory to be retained when power to the phone is turned off.

In the meantime, UPS software developers, writing in the Cobol and programming languages, are revising legacy mainframe applications. They include systems that manage a fleet of 130,000 trucks and 523 aircraft. "Now we'll be able to gather data before the packages get to UPS from shipper," says Nick Gray, UPS's computer resources manager. That will help UPS better plan staff, truck, and aircraft resources.

To run the UPS OnLine systems, UPS will dedicate two mainframes, each at data centers in Mahwah, N.J., and Alpharetta, Ga., that will back each other up in the event of a failure. Also, UPS plans to more than double its 3.5 terabytes of network storage capacity, adding 4.5 terabytes of storage with Symmetrix 5500-9 integrated cache disk array storage systems from EMC Corp.

UPS anticipates that the system will produce a deluge of customer data traffic. "The amount of customer access in the next five years will be equivalent of all network activity that exists right now," says R.J. Montouro, manager of telecommunications application support at UPS.

That boost in customer traffic is why UPS plans next year to abandon most of UPSnet, its private X.25 packet switching network with some 550,000 miles of dedicated circuitry, for a frame relay network managed by a still-to-be-determined long-distance carrier. Montouro contends that increasing bandwidth on the existing network would be too costly to accommodate customers. Besides, he notes, competition among frame relay vendors should help keep that technology's prices low.

If FedEx's history with Powership foretells UPS's experience with its system, UPS's goal of 85% customer acceptance may be too optimistic. Eight years after FedEx introduced the system, the \$9.4 billion Memphis shipper handles just 60% of daily shipments electronically. But Dennis Jones, FedEx's chief information officer, expects nearly universal acceptance by decade's end.

Still, UPS and FedEx are very different shippers. UPS delivers 12 million parcels daily, while FedEx ships just 2.3 million a day. Fewer than 15% of UPS's shipments involve express delivery, while all of FedEx do. "They view their customer requirements differently and structure their automated services accordingly," observes Greg Smith, VP of the Colong Group, a Marietta, Ga., logistics consultancy.

FedEx, for instance, found little acceptance of a smart-phone solution it introduced a few years back. "The last thing people want at their desks is another piece of hardware," says Mike Janes, VP of electronic commerce for FedEx Logistic Services.

But UPS's Brockwell responds that its pool of low-tech, small-business customers means there's a greater chance that a smart-phone solution will succeed.

One problem FedEx discovered with customer automation: Online service providers don't always deliver E-Mail in a timely fashion. Though FedEx responds immediately to direct E-mail queries about a shipment, a customer had to wait 12 hours to get a response through his America Online account. "That's one reason we haven't pushed the E-mail option as hard," says Robert Hamilton, FedEx's manager of electronic commerce marketing.

There's little doubt that the entire shipping industry is pushing automation for its customers. The move is fueled because so many enterprises want just-in-time delivery and little or no inventory. "So customers won't accept a package until they're pre-alerted of its arrival," says UPS's Land.

Adds James Cook, an editor at Traffic Management, a logistics trade publication in Newton, Mass.: "It's most important to deliver the right product at the right time to the right customer. That's why UPS and FedEx are pouring big bucks into information technology."

In a business where customer information is becoming almost as critical as delivery itself, investments of hundreds of millions of dollars on customer automation systems are becoming a competitive necessity.

2/9/24 (Item 14 from file: 647)

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00645209 CMP ACCESSION NUMBER: CRN19890501S2081

**Viteq Expands Benchmark Uninterruptible Power-Supply Line - Products
Enable Interfacing With Computers That Have RS-232 Ports**

COMPUTER RESELLER NEWS, 1989, n 313, 90

PUBLICATION DATE: 890501

JOURNAL CODE: CRN LANGUAGE: English

RECORD TYPE: Fulltext

SECTION HEADING: TECHNOLOGIES

WORD COUNT: 360

TEXT:

LANDHAM, Md. - Viteq Corp.'s Benchmark line of uninterruptible power-supply products has been expanded to include interface capability with the RS-232C interface.

According to Viteq, the new interfacing capability ensures that the Benchmark UPS line of products with "ideal" power protection may be used

service, is building distribution centers in Britain, and eventually Germany, to take advantage of a European audience of 28 million Internet users and to more quickly fulfill sales generated by its Web site, as as its European television programs.

Whether or not a company decides to build its own or outsource global distribution, fulfillment, and customer support systems, the Internet changes the nature of business. "The instantaneous interactive users experience on the Internet adds an urgency factor to international business," says Kevin Langston, director of international trade at the Georgia Department of Industry, Trade, and Tourism.

For companies willing to fit the pieces required to build a global-commerce infrastructure, a huge market is only a click away. Copyright CMP Media Inc.

COMPANY NAMES (DIALOG GENERATED): Cultural ; Dell Computer ; Digital Island Inc ; DHL Worldwide Express ; Emory University ; Federal Express Georgia Department of Industry Trade and Tourism ; Goizueta School of Business ; Marketer ; Microsoft Network ; Multimedia Production Services ; National Semiconductor Corp ; P & D Creative Inc ; QVC Inc ; Recreational Equipment Inc ; ROI ; U S Department of Commerce ; Virtu Vineyards Inc

2/9/19 (Item 9 from file: 647)

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01148993 CMP ACCESSION NUMBER: INW19971222S0003

Moving To A FedEx-tranet

John Evan Frook
INTERNETWEEK, 1997, n 695, PG1
PUBLICATION DATE: 971222
JOURNAL CODE: INW LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: News & Analysis
WORD COUNT: 808
TEXT:

If you think Federal Express Corp. plays a big role in your business activities today, just wait until the holiday rush is over.

The package carrier is beta testing an extranet application that reaches into customer intranets and automates package-tracking and authorization procedures. Due in January, it runs on customer servers interfaces with FedEx.com, a public Web site that offers package tracking and other customer services. The workgroup-enabled Internet software, called FedEx intraNetShip, is designed to centralize what many times fractured policy-management system at user sites. It standardizes authorization procedures across an enterprise, sets up custom user interfaces and enables centralized reporting of departmental shipping budgets.

FedEx intraNetShip represents a critical extension of FedEx's Web strategy. FedEx is migrating from package tracking and other services its public Web site toward a model that relies on server applications running at customer locations.

Analysts and competitors said FedEx may be pushing customers too

with its collaborative extranet application.

"There are large corporations that have many users initiating shipments, and one way to gain control of shipping manifests, label information and budgets is to centralize on the network," said Art Mesher, director of research for integrated logistics strategies group at the Gartner Group. "The problem is that these systems only allow you use one specific carrier."

FedEx said the application is critical. "This allows us to meet has been the largest unmet need of our corporate customers," said M Janes, vice president for E-commerce and logistics marketing at FedEx. "The net result is that we're making the automation of the shipping process more accessible to the people who are actually shipping packages."

United Parcel Service, which ships roughly 12 million packages compared with FedEx's 3 million, has matched most of FedEx's Web functionality to date, as have smaller carriers. A UPS executive said company has no immediate plans to meet the workgroup application head

"Most of our customers operate from a centralized mailroom, where high-speed transactions are of utmost importance," said John Menna, director of online marketing. "Putting shipments on the desks of individual users also may get a negative response."

FedEx is hedging its bet. Concurrent with the new IP-based software FedEx is preparing to take the wraps off similar software for LANs called FedEx Ship for Workgroups. It delivers common address book information, shipping logs and access to tracking databases.

The intraNetShip server software makes use of LDAP to create a database of personal and shipping information, which administrators can modify based on authorization levels and previous activity. The application also relies on Common Gateway Interface (CGI) scripts to handle inquiries between the customer's server and FedEx servers, as well as local storage of HTML shipping forms.

One user said beta versions of the software are changing rapidly. FedEx is addressing concerns and adding functionality based on user requests, he said.

FedEx is working to create a user interface that can be modified to accommodate end-user input of an organization's specific EDI formats. If successful, the new functionality could optimize the clearing of transactions between FedEx and organizations' accounts-payable departments, whose EDI methods vary.

IT managers said intraNetShip will save some bandwidth, but not on a grand scale. It circumvents the need for individual clients in an enterprise to link to FedEx's site to create a shipping form.

However, the FedEx application does not allow the shipper to update an enterprise's server without a customer's permission, which would require some automated push technology.

Several customers said they'll spur adoption of the application to limit the number of company shipping requests going into drop boxes, or scheduling pick-up from central mailrooms, phone, fax or direct access to the FedEx public site.

"This would be of use to us," said Nicole Graber, a vice president at photo supply wholesaler Unique Photo Inc. "Right now, our employees have to leave their desk to ship a package or overnight letter. This application removes a step."

Ron Eike, director of operations at Omaha Steaks, said the application won't impact his company's prodigious mail-order where shipping requests are routed through the corporate mailroom. Eike sees the application as a way to link retail stores and operations.

"We have about 300 people on our network, the vast majority with Internet access, and all will have access to intraNetShip," Eike said. "Ultimately, the user, and not the consolidated mailroom operator, knows when and how quickly they need to get a package out. The track costs will cut down immensely on our paperwork."

The intranet and LAN software highlight a shift in the way FedEx serves corporate customers. For nearly 10 years, its large customers have relied on PowerShip, a proprietary hardware/software package that typically manages shipments through a corporate mailroom.

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COMPANY NAMES (DIALOG GENERATED): EDI ; Federal Express Corp ;
Group ; Omaha Steaks ; Unique Photo Inc ; UPS

2/9/20 (Item 10 from file: 647)

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01139219 CMP ACCESSION NUMBER: CRN19970929S0073

**Lotus apps teamed with UPS - Shipping, tracking in Domino Merchant
Net.Commerce**

Charlotte Dunlap & Barbara Darrow
COMPUTER RESELLER NEWS, 1997, n 756, PG71
PUBLICATION DATE: 970929
JOURNAL CODE: CRN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Internet Reseller
WORD COUNT: 233
TEXT:

Cambridge, Mass. - Computer vendors are continuing to jockey for partnerships with commerce companies in an effort to stimulate e-commerce activities.

Lotus Development Corp. and IBM Corp. will integrate the shipping and tracking capabilities of United Parcel Service into its next version of Domino Merchant and Net.Commerce.

Lotus is building customized versions of the products, slated for a fourth-quarter release, to integrate UPS' tracking capabilities with other UPS services to follow. The companies will roll out pilot programs of the technology beginning next month.

UPS began implementing similar non-exclusive, business-to-business commerce partnerships early this year, with the idea of automating shipping and delivering tasks via the Internet. Other UPS technology integration deals include Padesic, the jointly created E-commerce platform between Intel Corp. and SAP; and iCat.

Lotus said the technology will go through the company's university reseller channels under its Lotus Business Program.

"We're talking about an out-of-the-box solution, not a seamless deal directly with payment and shipment as provided by UPS, so